IT Staff Augmentation – Agency Process

Determine Job Classification
- Call CAI Account Manager to discuss the Requirement and your needs
- Together, identify the right Job Classification (job level and skill category) under the IT Staff Augmentation Job Descriptions
- Estimate the number of hours and resources needed to meet your needs/timelines
- Calculate your cost based on the fixed hourly bill rate for the position multiplied by the total number of hours and resources needed
- Ensure the funds are available and all internal budget approvals are completed
- Knowing that you will have candidates to interview within 3 days, block out times to interview in your calendar and pass these on to your CAI Account Manager

Enter Requirement in Peopleclick
- Follow all steps in your User Manual to properly enter the requisition
- Customize the generic job description to specifically reflect your need
    - Indicate at the top of the detailed job description if a phone or in-person interview is required
    - Eliminate tasks in the generic description that will not be required for your specific need
    - Give precise details on the tasks the candidate will be required to do as well as specifics on names and versions of software being used, applications being supported, database platforms, etc.
- Customize Required/Desired Skills
    - Add any unique details or tasks that are not mentioned in the generic description
    - Make sure the following information is included (where applicable) indicating required or desired and number of years of experience required:
        - Top 3 tasks (a day in the life of this individual)
        - Network Platform and version
        - Operating System and version
        - Software and version
        - Database and version
- Add Required Certifications
    - Add any certifications that are needed for your specific requirement
- Ask Questions about the candidate you are seeking
    - Add any additional questions that you wish the candidate to respond to in order to further identify the candidate's ability to meet the needs of the requirement
- Send for approvals
    - If a specific vendor or person was requested to fill this requirement, give ample justification as to why

Expenses: Expenses are not reimbursable under the IT Staff Aug Contract. If the requesting agency requires travel, reimbursement of the expenses will occur directly between the agency and the candidate. The candidate will complete an agency expense form, including all required backup detail, and turn it into the agency for reimbursement.

Response Management and Interviewing Process
- Provide feedback to CAI Account Manager within 1 business day on all candidate submittals
- If there is no interest in a specific candidate, provide a detailed explanation to your CAI Account Manager so that they can refine the screening process
- Confirm dates/times to interview candidates in which you are interested
- Schedule 5 minutes after each interview to call or email your CAI Account Manager with feedback
- Make your selection within 24 hours of conducting the interviews. Engage the candidate using the 'Request Engagement' option. The email generated should contain the candidate's name, the planned start date and time, who the candidate should report to on the first day, and the Agency Account Number which will be used for billings
- The DIS Contracts Administrator will be notified at time of 'Request Engagement' and will begin the MOU and Service Order process
- Start Date should occur within 2 weeks of engaging the candidate

On-Boarding Process
- Conduct an orientation on the 1st day of work to include:
    - Project Overview
    - Position Overview and your expectations
    - Any Agency specific business processes

Time Approval
- All time must be approved in Peopleclick by 12:00 p.m. every Tuesday

Periodic Performance Review
- Complete the quality survey in Peopleclick when sent the evaluation email prompt.

Engagement Extensions
- Request extensions within a minimum of 30 days of expiration